

VETERANS SERVICE OFFICER

DEFINITION: Under general direction, performs supervisory and administrative work of moderate difficulty managing an agency Veteran's Office, involved in assisting veterans and/or their surviving dependents in obtaining federal and state veterans benefits; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Manages the overall day-to-day operation of an agency veterans office; provides assistance to veterans, their dependents and survivors in matters concerning veterans benefits and entitlements; compiles and prepares all pertinent claim forms and completes all other supporting documents; counsels applicants regarding financial, medical, and educational benefits; coordinates the housing assistance program with central office, conducts follow-up home visits to determine housing needs, improvements or replacement; reviews and approves assistance.

Develops and implements appeal process for benefits previously denied by the Veterans Administration; assists clients in reopening veterans benefit claim by advising, counseling and preparing all required forms; compiles affidavits, military discharge documents; birth and/or death certificates, marital documents, medical records, and all other supporting documents; disseminates information relating to laws beneficial to veterans and survivors.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of the benefits and opportunities available to veterans under the Veterans Administration.
Knowledge of federal and state legislated laws affecting veterans of the United States Armed Forces.
Knowledge of the interviewing and counseling techniques.
Knowledge of the housing assistance programs available through the Veterans Affairs office.
Skill in researching and discovering available funds for different purposes.
Skill in assessing the possibilities of funding options available to veterans.
Skill in processing necessary documents to obtain assistance.
Skill in interacting with people with different perspectives on issues.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves minimal physical effort in pursuing available options.

MINIMUM QUALIFICATIONS:

- An Associate's degree in Business or Public Administration, or a closely related field; and two (2) years of administrative experience with (1) year of which must have been in a supervisory capacity.

PREFERRED QUALIFICATIONS:

- One (1) year of experience working extensively with veterans issues.
- One (1) year of experience in the preparation of financial documents.

SPECIAL REQUIREMENTS:

- A favorable background investigation.
- Possess a valid state driver's license.

THE NAVAJO NATION

Class Code: 3825
Community Education and Counseling Series
Community Services Group
Overtime Code: Exempt
Pay Grade: 61

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Depending on the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.